

CIVIL SERVICE ANNOUNCEMENT

APPROVED C.S.C MINUTES 8/28/15 bi

ANNOUNCEMENT NO. 142

SENIOR CLERK

(OPEN)

Public notice is hereby given by the Civil Service Commission of Cleveland, Ohio of an Open examination for the above mentioned classification.

SALARY

The prevailing salary range for this position as established by Ordinance of the Council of the City of Cleveland is **\$12.47 - \$17.43** per Hour.

FILING OF APPLICATION

Application must be made on the regular application form available online or at the Office of the Civil Service Commission, 601 Lakeside Avenue, Room 119. **No other form will be accepted. APPLICATIONS WILL BE AVAILABLE FOR PICK UP IN THE CIVIL SERVICE OFFICE TO APPLY TO TAKE THE CIVIL SERVICE EXAMINATION – APPLICATIONS WILL BE AVAILABLE FROM 8:30 A.M. ON FRIDAY, SEPTEMBER 11, 2015 UNTIL 4:30 P.M. ON THURSDAY, SEPTEMBER 17, 2015.**

NOTE: APPLICATIONS WILL NOT BE ACCEPTED AFTER 4:30 P.M. ON THURSDAY, SEPTEMBER 17, 2015

THE CIVIL SERVICE COMMISSION'S POLICY IS THAT NO LATE FILING WILL BE ALLOWED.

EXAMINATION INFORMATION

TYPE: WRITTEN EXAMINATION: Candidates will be notified via U.S. Mail regarding the time, date, and place of the written exam.

DUTIES OF THE POSITION

Under general supervision, performs responsible work in the maintaining of office records and conducts other office procedures. In some cases, supervises a small group of employees concerned with routine office work. Calculates, prepares, and processes bills, invoices, and other financial records according to established procedures. Maintains computerized and other office records and logs. Performs receptionist duties as needed. Performs related work as required. TYPICAL TASKS: Maintains office records and prepares and analyzes reports or statements. Issues permits and/or licenses in accordance with departmental procedures and regulations. Checks time reports. Distributes cost charges. Prepares payrolls. Handles complaints and arranges for their resolution. Prepares and maintains invoices, purchase orders, and requisitions. Keeps records of property and/or supplies. Maintains a petty cash account. Compiles statistical reports. Acts as information clerk in matters relating to the office. Follows up with customer as necessary to meet the required service level. Performs other job-related duties as required. Follows all operations and safety policies and safe work practices. Attends and participates in operations and safety training classes and demonstrates competence (demonstration of competence may be determined by exam.) Wears and properly utilizes safety equipment in accordance with Divisional policy at all times.

MINIMUM QUALIFICATIONS FOR ENTRANCE TO THIS EXAMINATION AS ESTABLISHED BY THE CIVIL SERVICE COMMISSION OF THE CITY OF CLEVELAND ARE AS FOLLOWS:

A High School Diploma or GED is required. Three years of full time paid clerical experience is required. Should have a working knowledge of computers and good customer service skills.

NOTE: Minimum qualifications must be met as of the last day of the filing period unless otherwise stated.

NOTE: Applicants will be required to pay a \$10.00 (TEN DOLLARS) filing fee. Applicants who are currently employed in this position with the City of Cleveland are exempt. However, that when an applicant is disqualified from taking an examination on the basis of age, education or failure to meet other minimum entrance requirements, the fee paid by such applicant shall be refunded to such applicant upon the applicant's request in writing made within ten (10) days after the date of examination. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. A copy of such proof must be included with the application.

NOTE: Applications must be returned in person. All copies of diplomas, licenses, certificates, and resumes must be presented at the time of filing. Applications may not be accepted if copies are not submitted with application at time of filing.

NOTE: Any applicant who resigns or is dismissed from employment with the City of Cleveland will have his/her name removed from the eligible list.

AN EQUAL OPPORTUNITY EMPLOYER

APPLICANT CHECKLIST: READ CAREFULLY

MUST MEET MINIMUM QUALIFICATIONS FOR

SENIOR CLERK

APPLICATIONS MUST BE RETURNED IN PERSON BY THE APPLICANT!!!!

BEFORE SUBMITTING YOUR COMPLETED APPLICATION, PLEASE REVIEW THE FOLLOWING CHECKLIST

DURING THE LIFE OF THE ELIGIBILITY LIST, YOU MUST NOTIFY CIVIL SERVICE OF ANY CHANGES OF ADDRESS. FAILURE TO DO SO WILL RESULT IN YOUR REMOVAL FROM THE LIST	
<u>COMPLETE THE APPLICATION FORM (DO NOT STATE "SEE ATTACHED RESUME"). IT IS YOUR RESPONSIBILITY TO PROVIDE COPIES OF ENCLOSURES AND ATTACHMENTS.</u>	
SIGN AND DATE THE COMPLETED APPLICATION (IT DOES NOT HAVE TO BE NOTARIZED).	REQ
HIGH SCHOOL DIPLOMA OR GED CERTIFICATE (YOU PROVIDE A COPY) (IF YOU HAVE AN ASSOCIATE’S OR A BACHELOR’S DEGREE NO COPY OF H.S. DIPLOMA/GED IS NECESSARY, HOWEVER YOU MUST SUBMIT COPY OF DEGREE OR TRANSCRIPT INDICATING DEGREE EARNED).	REQ
THREE YEARS FULL TIME PAID CLERICAL EXPERIENCE	REQ
SHOULD HAVE A WORKING KNOWLEDGE OF COMPUTERS AND GOOD CUSTOMER SERVICE SKILLS	
COMPLETED APPLICATION: YOU MAY HAVE WORKED AT ONE COMPANY BUT HAD MULTIPLE POSITIONS. <u>EACH</u> POSITION IS <u>BEST</u> DESCRIBED INDIVIDUALLY. (DO NOT STATE "SEE ATTACHED RESUME")	REQ
YOU ARE REQUIRED FILL OUT THE THREE (3) POST CARDS INCLUDED IN THE APPLICATION; IF APPLICATION PRINTED FROM WEBSITE, THEN COMPLETE POST CARDS IN CIVIL SERVICE OFFICE. (THIS INCLUDES THE JOB CLASSIFICATION (OR TITLE) ON THE TOP LINE OF EACH CARD AS WELL AS YOUR NAME AND ADDRESS. <u>LEAVE ID NUMBER BLANK.</u>)	REQ
RESUME IS OPTIONAL (CAN BE USED TO CLARIFY EXPERIENCE BUT NOT REPLACE YOUR COMPLETED APPLICATION)	OPT
ANY OTHER INFORMATION OR MATERIALS THAT DEMONSTRATE YOUR QUALIFICATIONS AND EXPERIENCE FOR THIS POSITION. IT IS ESSENTIAL THAT YOU DESCRIBE YOUR EDUCATION AND EXPERIENCE AS COMPLETELY AS POSSIBLE. AMBIGUITY OR VAGUENESS WILL NOT BE DECIDED IN AN APPLICANT’S FAVOR. YOUR APPLICATION PACKET SHOULD CLEARLY DEMONSTRATE THAT YOU MEET OR EXCEED <u>EACH</u> OF THE MINIMUM QUALIFICATIONS. A COVER LETTER IS WELCOMED BUT NOT REQUIRED.	OPT

REQ – required; OPT – optional; PREF – preferred

THE ABOVE INFORMATION MUST BE INCLUDED IN YOUR APPLICATION PACKAGE **AT THE TIME OF FILING**. IF THESE ITEMS ARE NOT INCLUDED, YOUR APPLICATION MAY NOT BE ACCEPTED OR APPROVED.

ANYONE WHO WISHES TO REQUEST AN ACCOMMODATION MUST DO SO **AT THE TIME OF FILING**. THE COMMISSION WILL CONTACT THE INDIVIDUAL CONCERNING SUCH ACCOMMODATION PRIOR TO THE EXAMINATION. THE COMMISSION MAY REFUSE TO PROVIDE SUCH ACCOMMODATION IF IT IS NOT REASONABLE OR WOULD CONSTITUTE AN UNDUE HARDSHIP. CURRENT (WITHIN ONE YEAR) DOCUMENTATION SUPPORTING THE NEED FOR THE REQUESTED ACCOMMODATION IS REQUIRED. SUCH DOCUMENTATION SHOULD BE SUBMITTED AT THE TIME OF FILING.